

Useful information

- Citizens Advice Bureau
Advice on moving house and finding reliable help
T. 08444 111 4444
www.bournemouthcab.co.uk
- Shelter
Advice and guidance specifically related to housing
T. 0800 800 4444
www.shelter.org.uk
- Dorset Energy Advice Centre
Provides free advice about saving energy at home
T. 0800 975 0166
www.deac.co.uk
- Money Advice Service
Financial Help and advice
T. 0300 500 5000
www.moneyadviceservice.org.uk
- Local Welfare Assistance Fund
Financial aid for people in crisis
T. 01202 451266
www.bournemouth.gov.uk/advicebenefits
- DotComUnity
A Social Enterprise that supports communities, independent living, and financial and social inclusion
T. 01202 611367
www.dotcu.org.uk
- Coastal Community Savings & Loans
Your local credit union
T. 01202 566878
www.coastalcreditunion.co.uk

Contact the Housing Options team at:

Town Hall, Customer Service Centre
St. Stephen's Road, Bournemouth BH2 6DY

Opening times

Monday to Thursday 9am-4.30pm
Friday 9am-4pm

T. 01202 451467

E. housing1@bournemouth.gov.uk
www.bournemouth.gov.uk/housing



FMRH T 02/15



Building a Better Bournemouth

Finding & Moving into a Rented Home



Building a Better Bournemouth

Information for tenants

You may also find the e-leaflet 'A Helpful Guide to Tenants' useful – it is available on our website

Who is this leaflet for?

If you are looking for rented accommodation this leaflet has some useful information to help you find and maintain a safe and healthy rented home.

Finding a good landlord

When looking for a new home in the private sector, make sure you rent from someone whose properties are well managed and well maintained. Landlords who run dangerous and squalid rental properties are known as rogue landlords and you should avoid renting from them.

Avoid rogue landlords by doing a little research before signing your tenancy agreement, for extra peace of mind check whether your prospective landlord is accredited before renting from them.

Keeping your home warm and healthy

If you have problems with cold, pests, damp, noise or mould you must report the problem to your landlord; tell them to contact us if they need advice about how to resolve the problem.

If your landlord refuses to carry out repairs, speak to the Private Sector Enforcement team at the Town Hall for help and advice.

Important: never withhold your rent payments under any circumstances.

Before you move in

You need to make sure the property is safe, do not assume that the landlord has taken care of this – it is better to check twice than not at all.

Make sure that working smoke detectors are fitted and that they are checked regularly.

All gas installations and appliances must be checked and maintained by a 'Gas Safe' registered engineer. Ask to see the Gas Safety Certificate and make sure the property has been checked within the past twelve months.

Electrical installations must be in compliance with the British safety standard BS7671 and repairs should always be carried out by a contractor registered with a recognised organisation.

Check all soft furnishings provided by the landlord and make sure that fire safety labels are attached, if they are not, you should ask the landlord to remove the items before you move in.

Moving in

When you rent a property you will have to pay a deposit; the law requires landlords to register deposits within a protection scheme. Find out from your landlord or agent which scheme they use and ask for a copy of the deposit protection certificate.

Once your tenancy begins it is your responsibility to make sure your home stays clean and habitable, and to report any faults or damages to your landlord or agent as soon as possible.

Private Sector Enforcement team

Please be aware that you will be advised to report any issues with your property to your landlord or agent before the Private Sector Enforcement team can help you.

T. 01202 451305

E. privatesectorhousing@bournemouth.gov.uk

The Housing Options team is one of many resources available to help you enjoy your life as a private tenant; if you would like more information, visit our website or come and speak to us at the Town Hall.

